information of the selected entity in Yacenda's system in order to allow user to have more control over the selected entity."

In response, independent claim 1 has been further limited to "modifying configuration information of the selected entity through a workstation of a supervisor of the call center". Support for the further limitation may be found in the specification at page 7, lines 23-29 which explicitly states that "The step of modifying entity configuration information functions to allow the supervisor to change parameters or data associated with a specific entity without having to walk over to the entity to make those changes . . . This may be accomplished by typing in configuration information via a keyboard or via selection of configuration parameters by the mouse". Since the keyboard used by the supervisor for entry of those changes would be on the supervisors workstation, this additional limitation is clearly supported by the specification.

Since Yacenda et al. is directed to a PBX instead of an ACD, Yacenda et al. would have no reason to have a supervisor or a supervisor workstation. Moreover, Yacenda et al. is directed to telephone subscriber information by providing telephones in which "Each telephone preferably includes a display for displaying the location of the called person" (Yacenda et al., col. 4, lines 58-60). Since each Yacenda et al. telephone displays information about the called party, it is not the same as and inherently could not be used in the same manner as the supervisors workstation of the ACD described in the specification and claimed under the invention.

Since Yacenda et al. fails to teach or suggest "modifying configuration information of the selected entity

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through a workstation of a supervisor of the call center",
Yacenda et al. fails to teach or suggest each and every
claim limitation. Since Yacenda et al. does not teach or
suggest each and every claim limitation, the rejection of
claim 1 is now believed to be improper and should be
withdrawn.

The Examiner asserts, with regard to claim 2 that
"Yacenda teaches monitoring physical location information
of entities to provide and updated floor plan (col. 3,
lines 60-64)". In response, claim 2 has been further
limited to "displaying the electronic floor plan on the
workstation of the supervisor".

Support for automatically displaying agent and console
information may be found in the specification at page 3,
lines 21-24. Further, "call center supervisors are able to
view accurate physical location information for call center
agents and consoles on a two-dimensional or three
dimensional electronic floor plan" (specification, page 4,
lines 10-13). In addition, "entity objects are allocated
and initialized to produce defined versions on the
supervisor workstation 14" (specification, page 10, lines
13-15). Defined versions of the electronic floor plan that
are displayed on the supervisors workstation are shown in
FIGs. 4 and 5.

Since Yacenda et al. is directed to a PBX instead
of an ACD, Yacenda et al. would have no reason to have a
supervisor, a supervisor workstation or an electronic floor
plan displayed on the supervisors workstation. Since
Yacenda et al. fails to teach or suggest these specific
elements, Yacenda et al. fails to teach or suggest each and
every claim limitation. Since Yacenda et al. does not
teach or suggest each and every claim limitation, the

rejection of claims 2-22 are now believed to be improper and should be withdrawn.

Independent claim 23 has been further limited to "means for producing defined versions of the electronic floor plan on a supervisor workstation". Support for this additional limitation may be found on page 10, lines 13-26 where the specification specifically states that "entity objects are allocated and initialized to produce defined versions on the supervisor workstation 14 (see block 34) . . . Further, an event handler routine is initiated to execute whenever agent physical location information is changed . . . runs in the background on the supervisor workstation 14 . . . executes software to update the electronic floor plan". Defined versions of the electronic floor plan produced on the supervisors workstation are shown in FIGs. 4 and 5.

Since Yacenda et al. is directed to a PBX instead of an ACD, Yacenda et al. would have no reason to have a supervisor or a supervisor workstation or a "means for producing defined versions of the electronic floor plan on the supervisor workstation". Since Yacenda et al. fails to teach or suggest this specific element, Yacenda et al. fails to teach or suggest each and every claim element. Since Yacenda et al. does not teach or suggest each and every claim element, the rejection of claims 23-43 are now believed to be improper and should be withdrawn.

3. Claims 44 and 45 have been rejected as being anticipated by Yacenda et al. In this regard, the Examiner asserts that

"Yacenda teaches the steps of: an entity monitor

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comprises a programmable computer which monitors entities for physical location information to provide an electronic floor plan (col. 6, lines 57-60); and an informer that updates the electronic floor plan to provide and reflect changes in physical location information of the entities (col. 4, lines 60-64)."

In response, independent claim 44 has been further limited to "a supervisors workstation that displays the electronic floor plan". Support for automatically displaying agent and console information may be found in the specification at page 3, lines 21-24. Further, "call center supervisors are able to view accurate physical location information for call center agents and consoles on a two-dimensional or three dimensional electronic floor plan" (specification, page 4, lines 10-13). In addition, "entity objects are allocated and initialized to produce defined versions on the supervisor workstation 14" (specification, page 10, lines 13-15). Defined versions of the electronic floor plan displayed on the supervisors workstation are shown in FIGs. 4 and 5.

Since Yacenda et al. is directed to PBXs, it does not have any supervisors or supervisors workstations. Since Yacenda et al. does not have any supervisor workstations, Yacenda et al. does not do exactly the same thing in exactly the same way. Since Yacenda et al. does not do exactly the same thing in exactly the same way, the rejection of claims 44-52 are now believed to be improper and should be withdrawn.

4.   Allowance of claims 1-52, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the

subject application, he is respectfully requested to
telephone applicant's undersigned attorney.

Respectfully submitted,
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Marked-Up Claims

1. A method of changing entity configuration information in a call center comprising the steps of:
    automatically monitoring entities in [a] the call center;
    selecting an entity in the call center; and
    modifying configuration information of the selected entity through a workstation of a supervisor of the call center.

2. the method of changing entity configuration information as in claim 1 wherein the step of automatically monitoring entities further comprises the steps of:
    monitoring physical location information of entities to provide an electronic floor plan;
    displaying the electronic floor plan on the workstation of the supervisor; and
    updating the electronic floor plan to provide and reflect a change in physical location information of the entities.

23. A system of changing entity configuration in a call center, such system comprising:
    means for monitoring physical location information of entities to provide an electronic floor plan;
    means for producing defined versions of the electronic floor plan on a supervisor workstation; and
    means for updating the electronic floor plan to provide and reflect the changes in physical location information of the entities.

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44. A system of changing entity configuration in a communications system, such system comprising:

an entity monitor which monitors entities for physical location information to provide an electronic floor plan;

a supervisors workstation that displays the electronic floor plan; and

an informer that updates the electronic floor plan displayed on the supervisors workstation to provide and reflect changes in physical location information of the entities.